



MAXIS-PAYPAL FAQ

Q1	What is a Maxis-PayPal account?
A1	<p>A Maxis-PayPal account is a PayPal account offered exclusively for Maxis, Maxis Broadband, and Hotlink customers.</p> <p>Apart from all existing PayPal account features and benefits, a Maxis-PayPal account holder enjoys additional incentives in the form of exclusive promotions, discounts, and rebates offered by Maxis, PayPal, and selected PayPal merchants globally.</p>
Q2	What is the difference between a PayPal account and a Maxis-PayPal account?
A2	<p>All existing PayPal account features and benefits are available to a Maxis-PayPal account holder. However, a Maxis-PayPal account holder enjoys additional incentives in the form of exclusive promotions, discounts, and rebates offered by Maxis, PayPal, and selected PayPal merchants globally.</p> <p>To learn more about PayPal features and benefits, go to www.PayPal.com/my</p> <p>To learn more about Maxis-PayPal exclusive promotions, go to www.maxis.com.my/maxispaypal</p>
Q3	How do I sign up for a Maxis-PayPal account?
A3	<p>You can sign up for a Maxis-PayPal account via www.maxis.com.my/maxispaypal, and the account will be automatically and immediately created on PayPal.</p>
Q4	How do I sign up for a Maxis-PayPal account if I already have a PayPal account?
A4	<p>There are 2 options available to existing PayPal account holders. You can either:-</p> <ol style="list-style-type: none">1. Link your Maxis mobile number to your existing PayPal account via www.maxis.com.my/maxispaypal, or;2. Sign up for a new Maxis-PayPal account with a different username from your existing PayPal account
Q5	Can I sign up for a Maxis-PayPal account if I'm not a Maxis customer?
A5	<p>No, only a Maxis, Maxis Broadband, or Hotlink customer can sign up for the Maxis-PayPal account.</p>
Q6	Can I sign up for a Maxis-PayPal account if I don't have an email address?
A6	<p>No, a valid email address is compulsory to be used as the username of</p>

	Maxis-PayPal or any PayPal accounts.
Q7	Is Maxis-PayPal dependent on the model of mobile phone I'm using?
A7	No, it is not dependent on the mobile phone model that you are using.
Q8	Maxis requested me to assign a mobile PIN for my mobile number during the sign-up process. What is this PIN used for?
A8	You will be able to complete mobile payments by using your mobile number and PIN as your PayPal checkout credentials.
Q9	Can I link more than one mobile number to my Maxis-PayPal account?
A9	No, you can only link one Maxis mobile number to each Maxis-PayPal account.
Q10	Can I link my mobile number to more than one Maxis-PayPal account?
A10	No, each Maxis mobile number can only be linked to one Maxis-PayPal or PayPal account.
Q11	I'm having difficulty linking my Maxis number to my existing PayPal account via the Maxis-PayPal website. What could be the reason?
A11	Your PayPal account may be classified as non-Malaysian PayPal account. Due to that, you will not be able to link a Malaysian number to a non-Malaysian PayPal account. To proceed, please kindly register for a new Maxis-PayPal account, and you will be able to link your mobile number.
Q12	My registration request failed because my password/PIN pattern is invalid. What could be the reason?
A12	Your Maxis-PayPal account password cannot contain the word "password", and your mobile PIN cannot consist of a single number (e.g. 1111, 444444, etc) or running numbers (e.g. 1234, 1234567, etc).
Q13	What can I do with my Maxis-PayPal account?
A13	<p>With a Maxis-PayPal account, you can carry out the following transactions:-</p> <ol style="list-style-type: none"> 1. Shop and pay at all PayPal merchants globally 2. Send money to your friends and family's PayPal accounts 3. Receive money either by requesting money from your friends / family, or as payments from selling goods online. <p>To learn more about what you can do on PayPal, go to www.PayPal.com/my</p>
Q14	Can I pay my Maxis bills with my Maxis-PayPal account?
A14	Yes, you can use your Maxis-PayPal account to pay your Maxis postpaid bills at https://www.maxis.com.my/eservices/userlogin.asp or Maxis Broadband bills at http://www.mylaunchpad.com.my
Q15	I've successfully signed up for a Maxis-PayPal account. What should I do next to be able to start paying for items online with my Maxis-PayPal account?
A15	To start using your newly created Maxis-PayPal account to shop online, you will first have to add a funding source to your Maxis-PayPal account. You can add either a credit, debit, or prepaid cards as a funding source.

	If you have signed up for a Maxis-PayPal account but have not added a funding source, you can do so here [https://www.PayPal.com/my/cgi-bin/webscr?cmd=_profile-credit-card-new]
Q16	Where can I shop using my Maxis-PayPal account?
A16	Once you have signed up for a Maxis-PayPal account and added a funding source, you can start shopping at any of PayPal's 8 million online merchants globally. To learn more about some of the popular PayPal merchants, go to www.maxis.com.my/maxispaypal
Q17	What are the types of funding sources I can attach to my Maxis-PayPal account?
A17	You can add credit, debit or prepaid cards from Visa, and MasterCard.
Q18	Are there any limits to how much I can pay with my Maxis-PayPal account?
A18	You can use your Maxis-PayPal account to pay up to RM1,000 cumulatively, but if you get your account verified, the limit will be lifted. However, each PayPal merchant may impose specific limits for unverified and even verified accounts.
Q19	How do I get my Maxis-PayPal account verified?
A19	To get your account verified, you can login to www.PayPal.com , select "Get Verified" and follow the instructions.
Q20	Why is there an RM10 charge to my credit card bill when I tried to verify my account?
A20	When you link your card to your account by authorizing PayPal to charge a small amount, PayPal generates a unique random code which displays on your card statement.
Q21	Why do I need to verify my credit card?
A21	Only the legitimate owner of the card has access to the statement. For this reason, this process limits the risk connected with stolen credit cards and fake identities.
Q22	Are there any merchant promotions when I shop online with Maxis-PayPal
A22	Yes, a Maxis-PayPal account enjoys additional incentives in the form of exclusive promotions, discounts, and rebates offered by Maxis, PayPal, and selected PayPal merchants globally. To learn more about Maxis-PayPal exclusive promotions, go to www.maxis.com.my/maxispaypal
Q23	Is it safe to pay online with my Maxis-PayPal account?
A23	Yes, unlike a normal online credit card payment, with PayPal your funding source or card details are kept safe and protected from any merchants or third parties. as a buyer, you are also protected under PayPal's Buyer Protection Policy when you shop with PayPal. To learn more about security with PayPal, go here

	[https://www.PayPal.com/my/cgi-bin/webscr?cmd=_security-center-outside]
Q24	Is it free to sign up for a Maxis-PayPal account?
A24	Yes, it is entirely free to sign up for a Maxis-PayPal account.
Q25	Is it free to use my Maxis-PayPal account to shop online?
A25	Yes, it is entirely free to shop online with your Maxis-PayPal account.
Q26	How can I change my Maxis-PayPal account details or view my transaction history?
A26	You can manage your Maxis-PayPal account details and view your transaction history by logging into www.PayPal.com/my
Q27	Where should I go if I have any disputes, complaints, or feedback regarding my transactions?
A27	You can report disputes, complaints or submit feedbacks to PayPal by logging into www.PayPal.com/my and selecting "Resolution Center".
Q28	What should I do if I forgot my username, password, or mobile PIN for my Maxis-PayPal account?
A28	You should go to www.PayPal.com/my and select "Problem with Login" at account login section.
Q29	What will happen to my Maxis-PayPal account if I lose my mobile phone?
A29	There will be no impact to your Maxis-PayPal account because it is tied to your Maxis mobile number, and is protected with a mobile PIN.
Q30	What will happen to my Maxis-PayPal account if I convert my mobile number from a Maxis postpaid to a Hotlink prepaid account?
A30	There will be no impact to your Maxis-PayPal account because it is tied to your Maxis mobile number, and is protected with a mobile PIN.
Q31	What will happen to my Maxis-PayPal account if I terminate my Maxis mobile number or port-out to another mobile network operator?
A31	Your Maxis mobile number linked to the Maxis-PayPal account will be removed, and you will not be eligible for any Maxis-PayPal account exclusive promotions or features in the future.
Q32	I have more questions on how to use my PayPal account to shop online and send money. Where should I go?
A32	You can learn more about PayPal features and benefits by going to www.paypal.com/my